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FIG. 1 BUILDING SYSTEM APPLICATIONS 30b 30a-SOLUTION 2 SOLUTION n SOLUTION 1 50 APPLICATION INFRASTRUCTURE 40 SCHEDULING SERVICES WINDOWS-BASED COMPONENTS WEB-BASED COMPONENTS **CWP** 38-COMMON COMPONENTS 34-44 2,4 -28 DATA PROVIDER 18~ DATA SOURCES DATA COLLECTOR DATA BASE

FIG. 2A

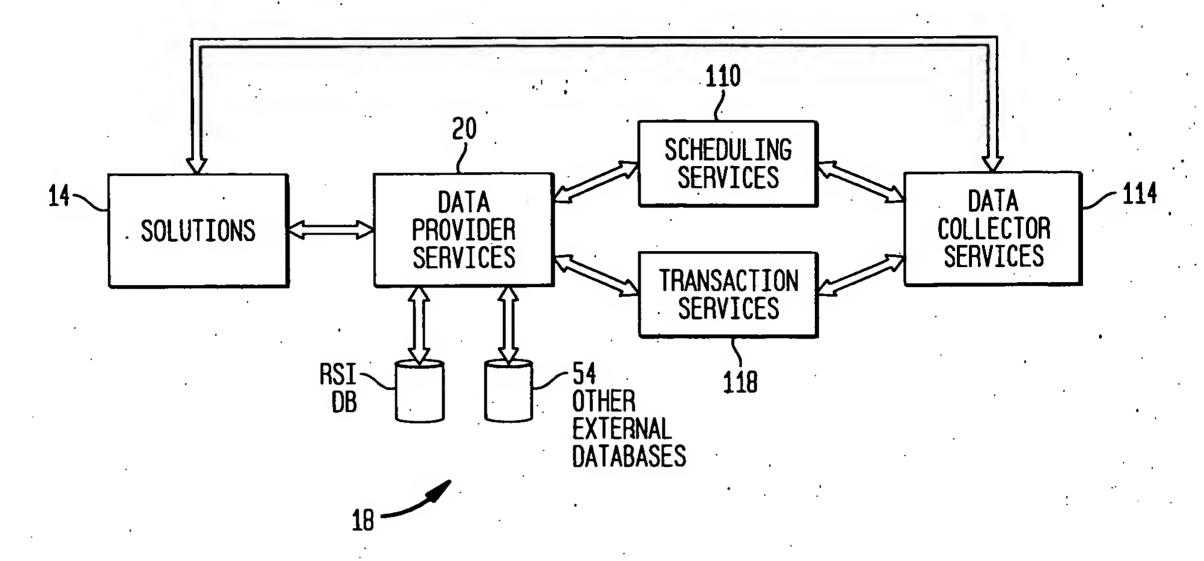
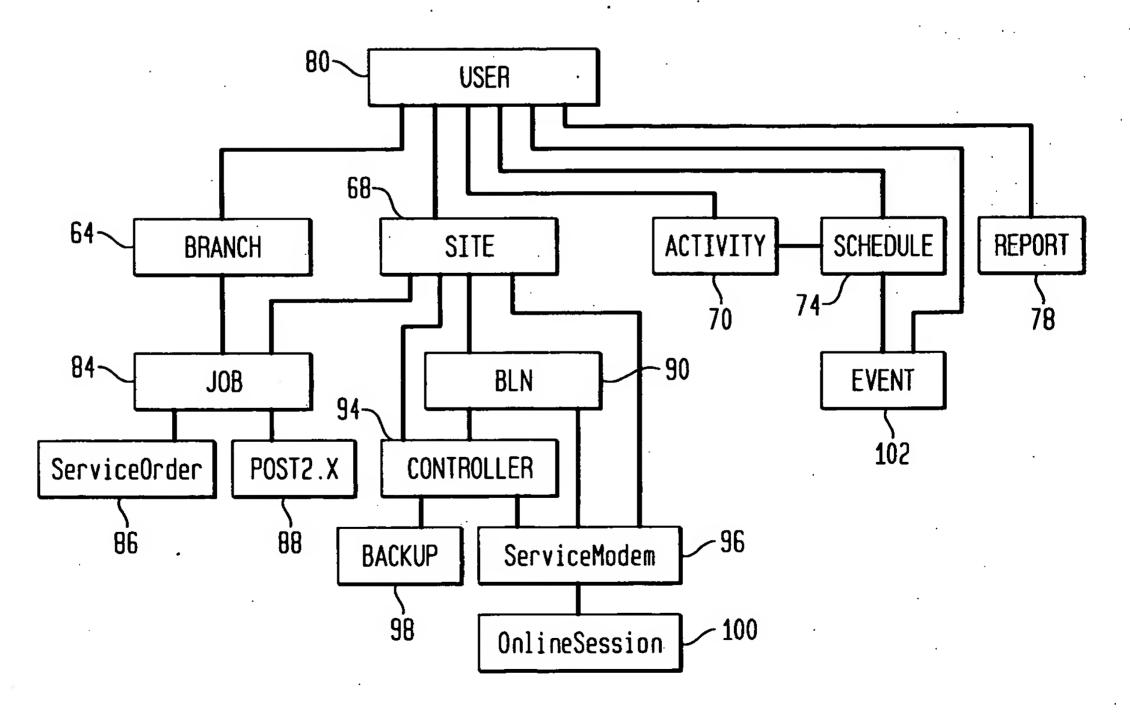
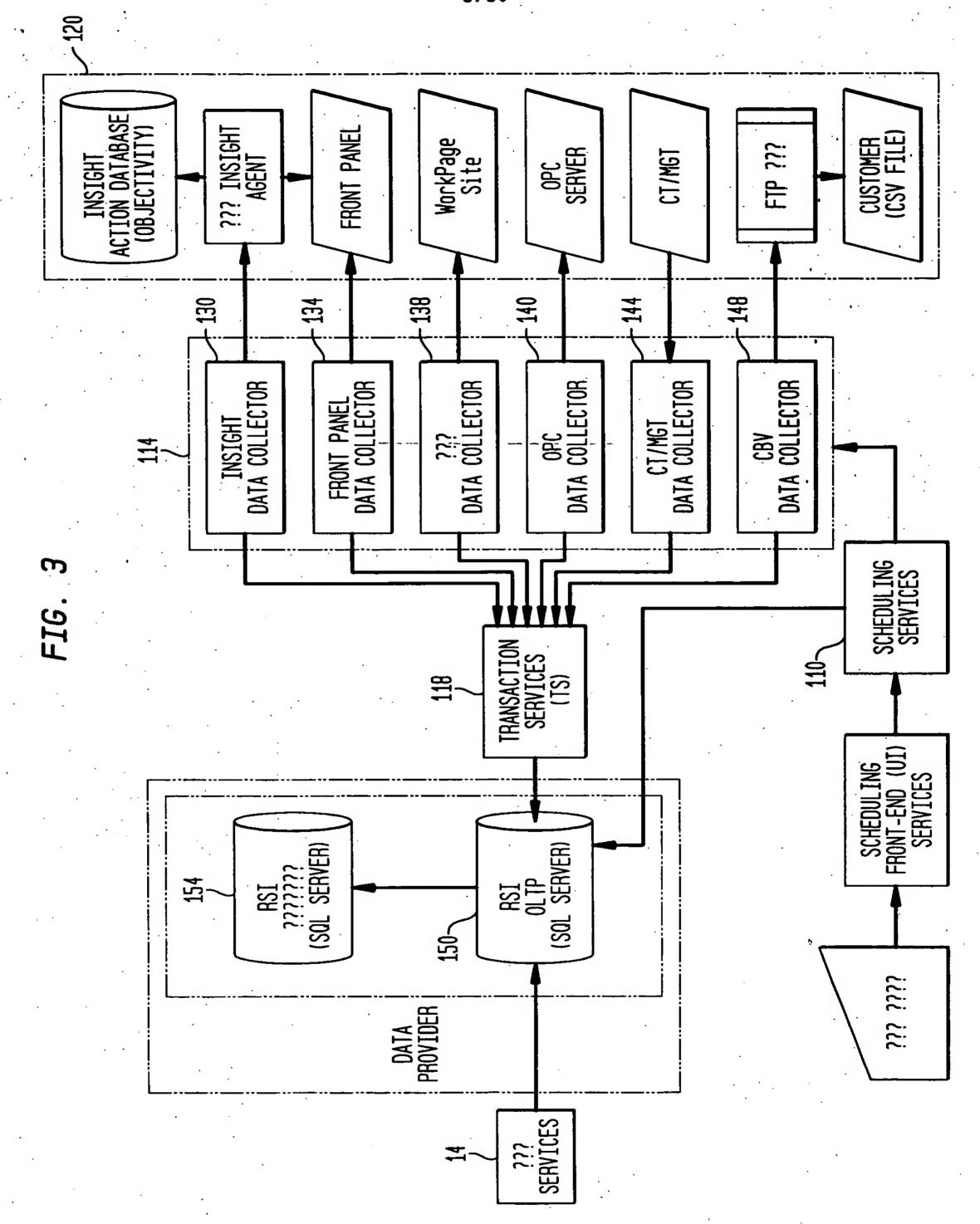


FIG. 2B



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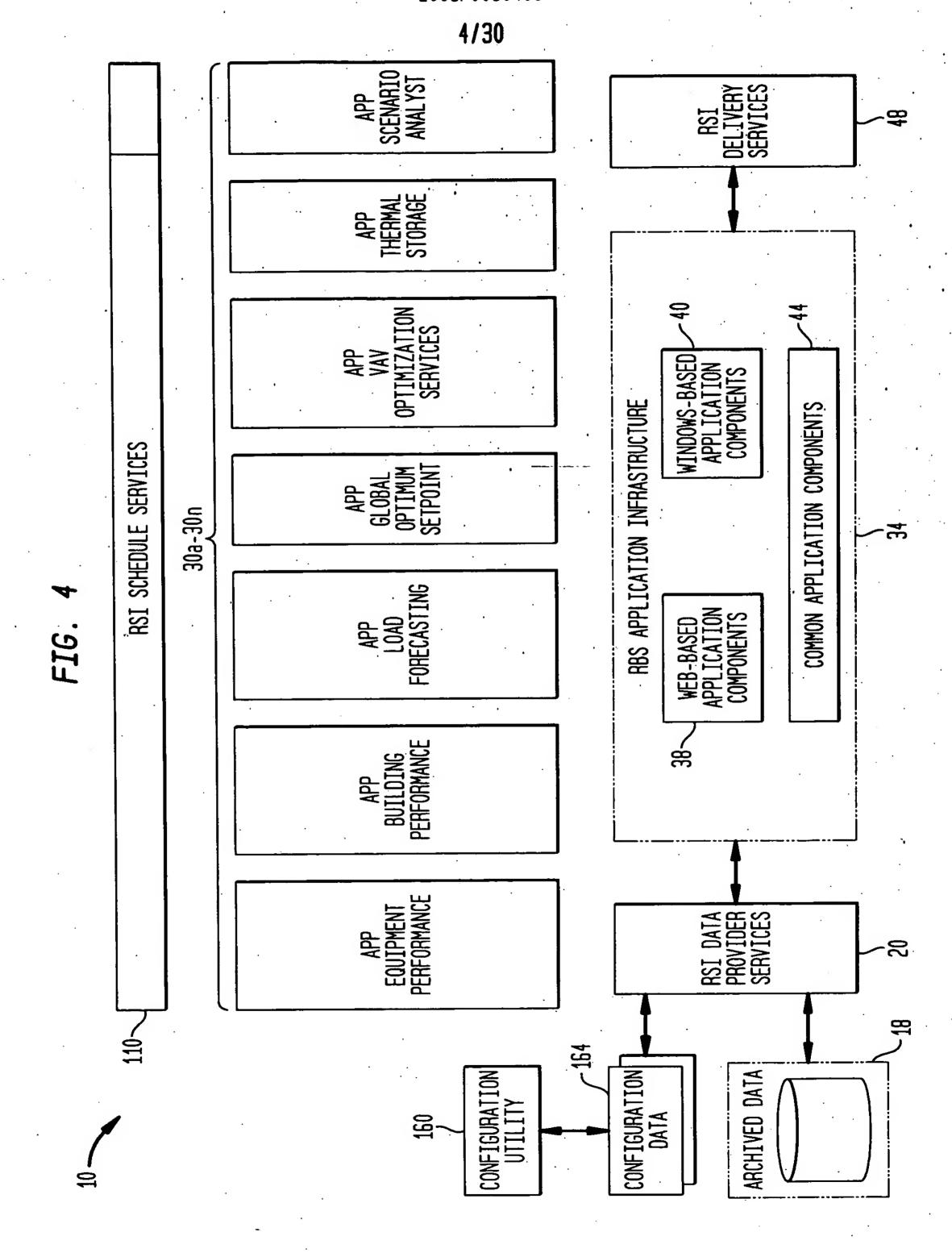


FIG. 5

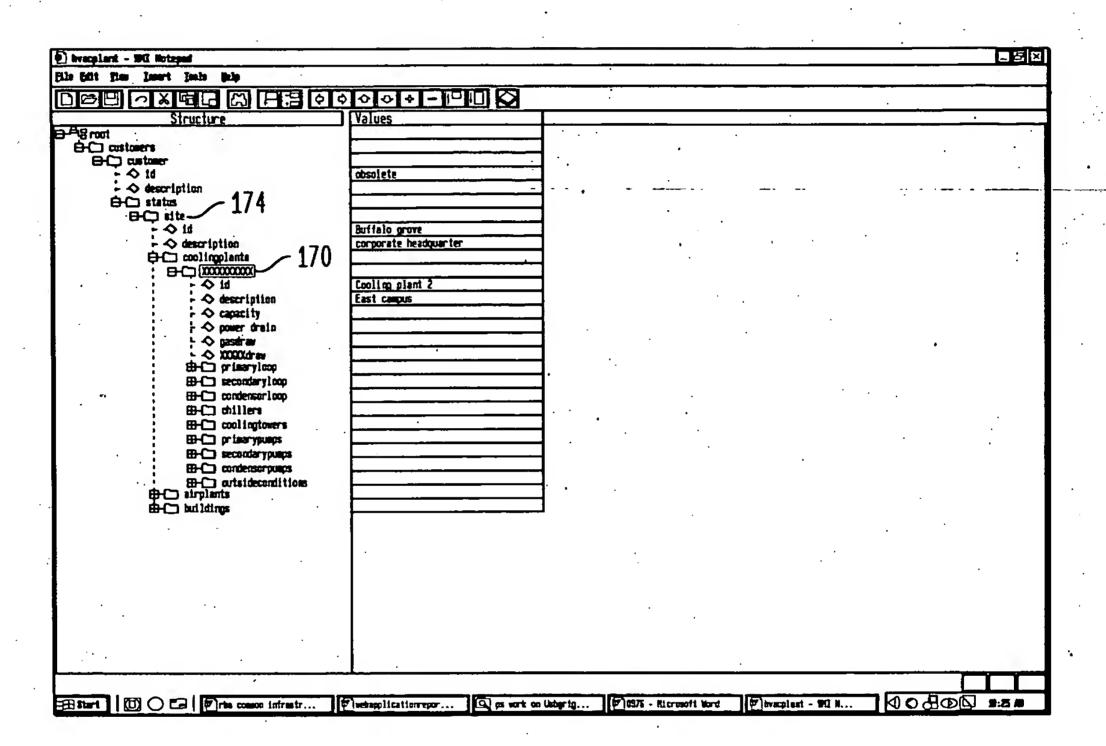
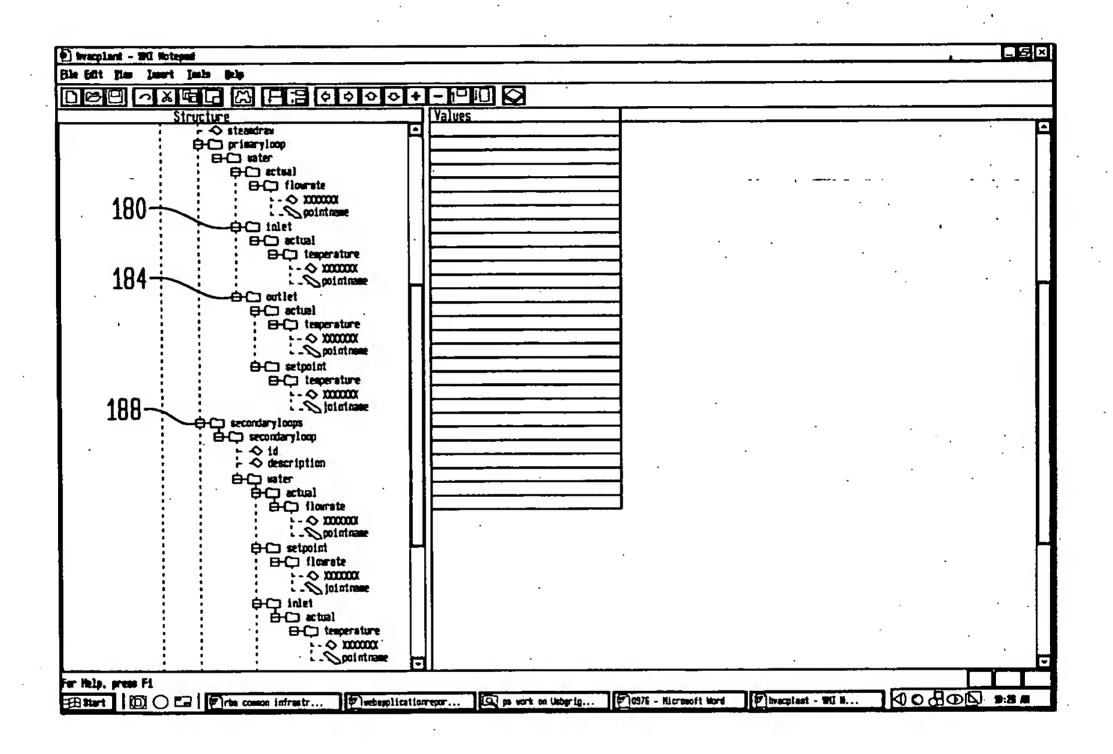


FIG. 6



t) * 44

FIG. 7

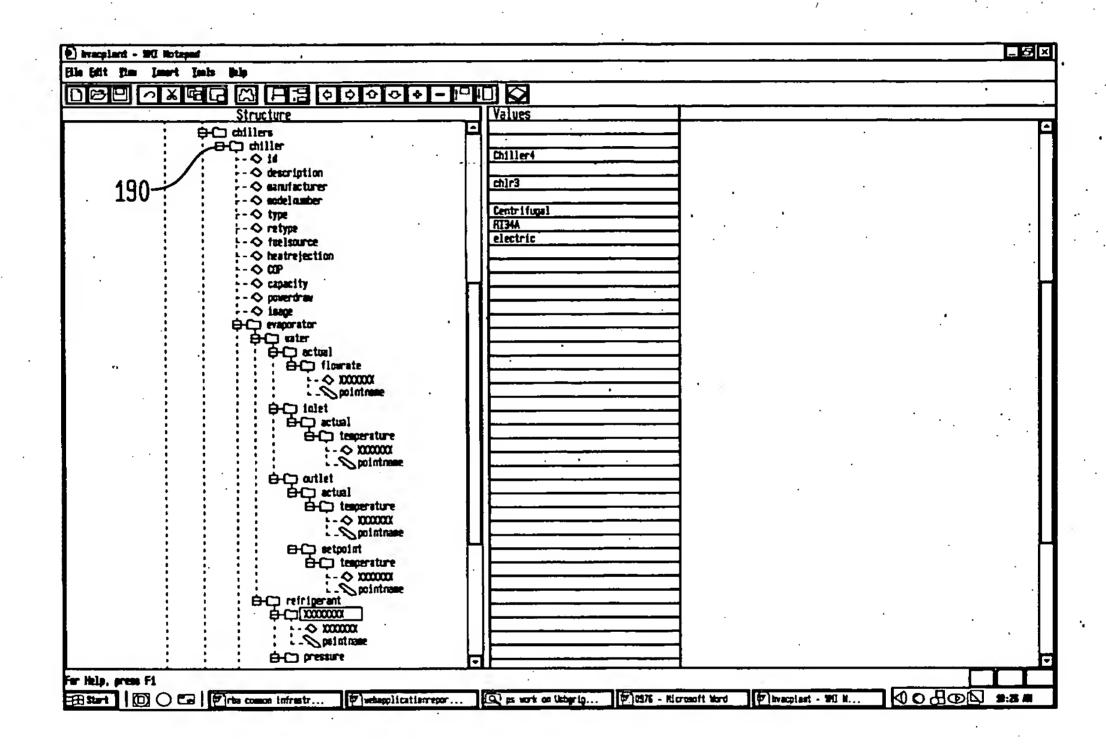
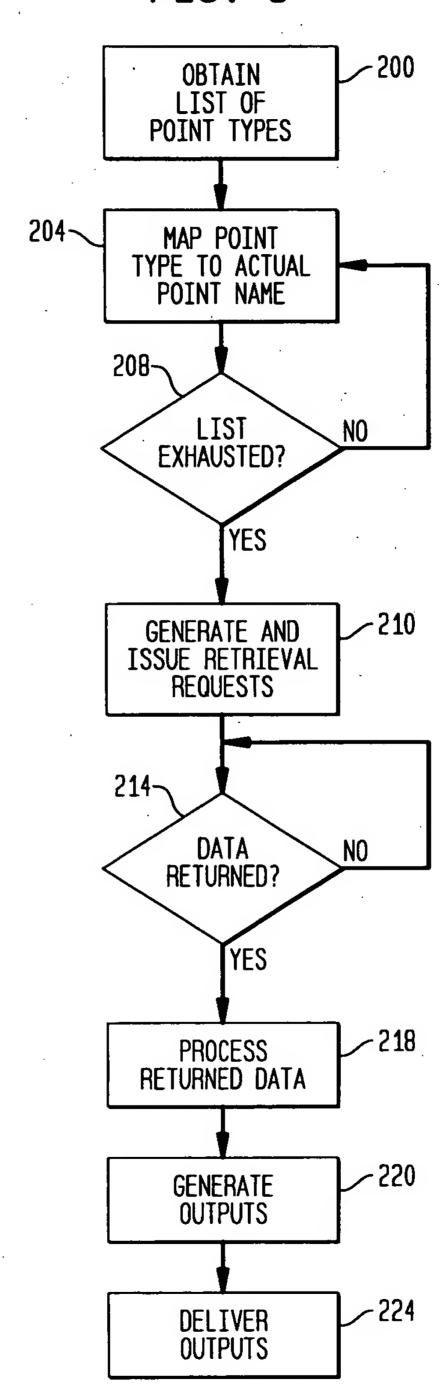


FIG. 8



1) 1) 2)

FIG. 9

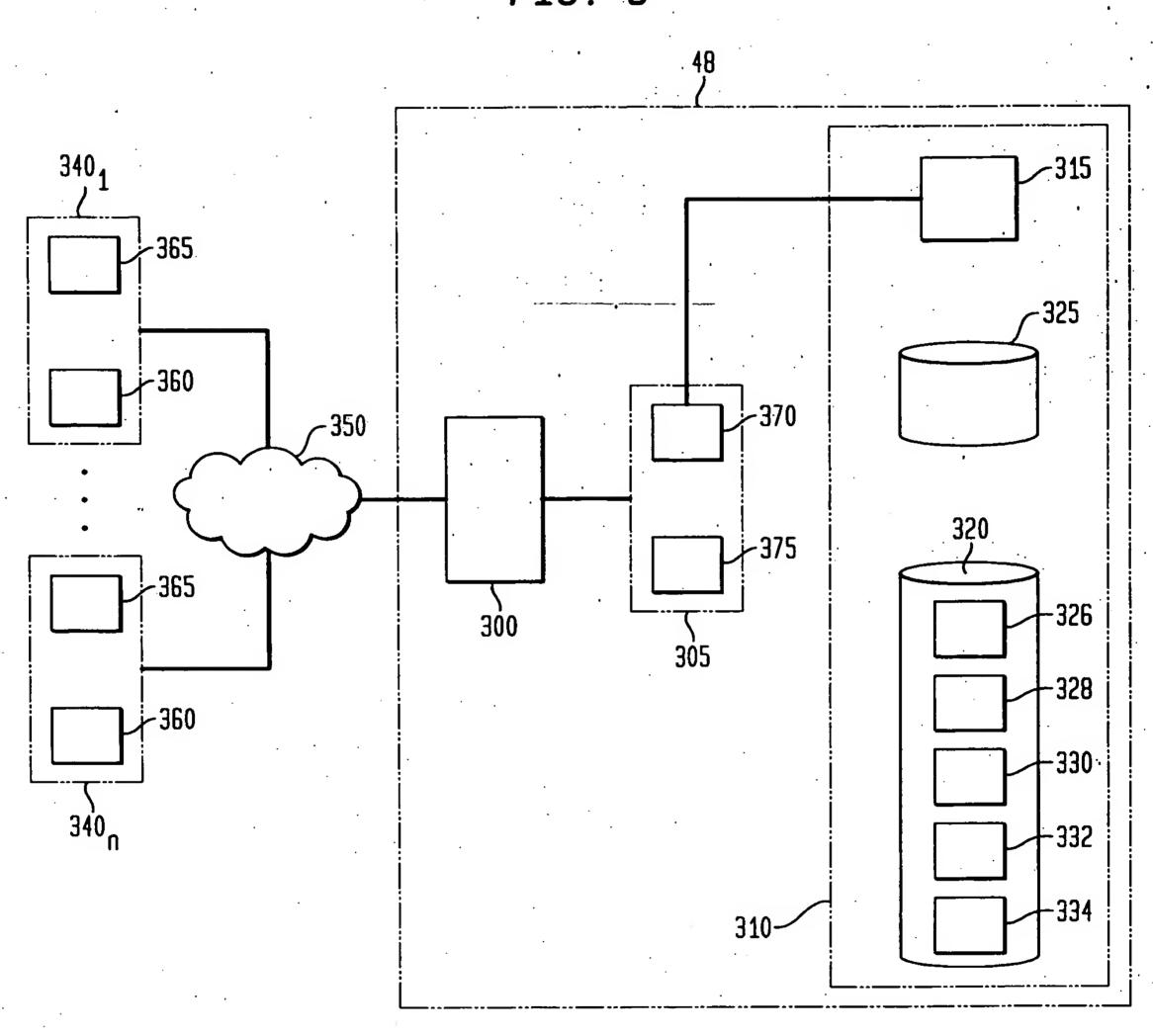
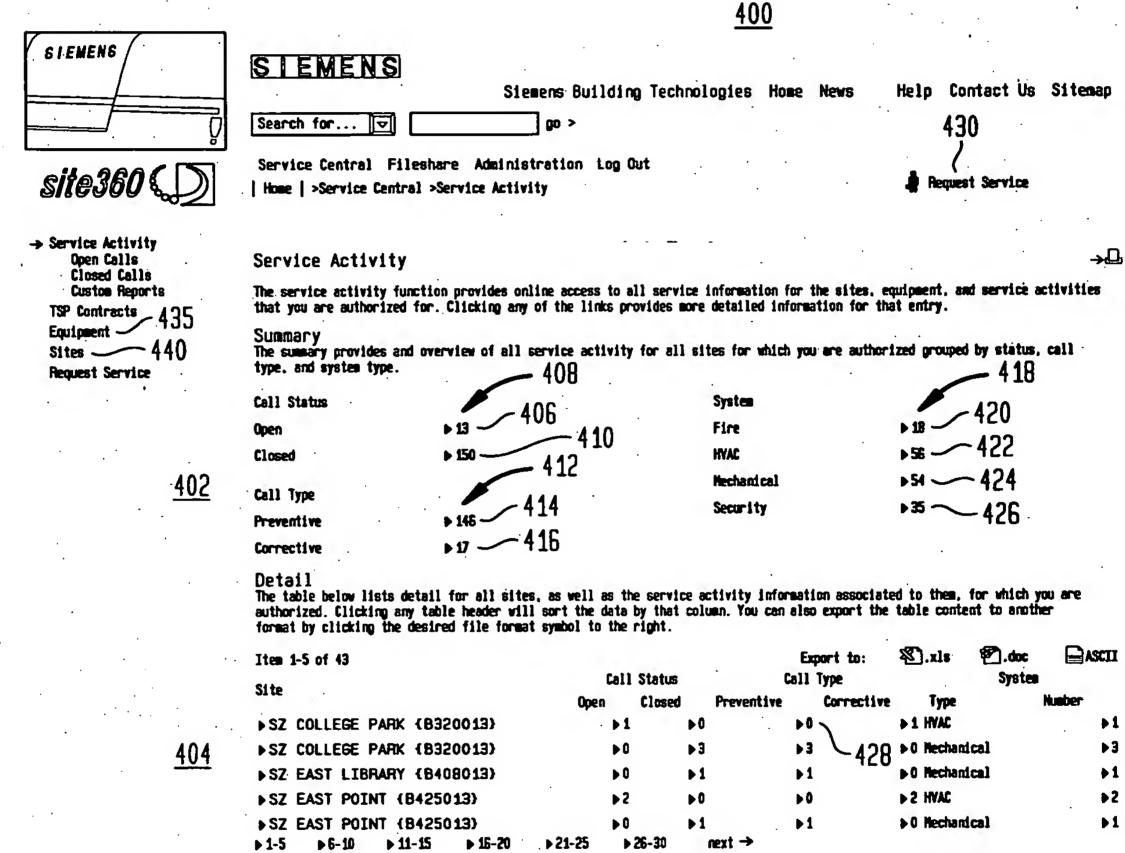


FIG. 10



Sitemap Below is an overview of all service activities with an "open" status (this includes open, scheduled, and dispatched calls). Clicking Display filter criteria and selecting different filtering criteria options allows you to modify the report. → Display Filter Criteria Request Service Help Contact Us (S) System %.xls Call Type Export to: site360 Home site360 Ordering 500 Description Administration Log Out Site Status Service Central Fileshare >Open Calls Order No. 510 D | Home | >-- >--Search for... Open Calls Item 1-5 of 15 Open Date site360 £ Closed Calls Custon Reports → Service Activity
→ Open Calls Request Service **ISP** Contracts SIEMENS Equipment Sites

ASCII 200305192 200305232 200304780 200305191 200303974 8 8€ Mechanical **Hechanical** Mechanical **Mechanical** Mechanical Preventive Preventive Preventive Preventive Preventive LEAK ON 1ST CIRCUIT ON CHILLER REPLACE DEFECTIVE CONDENSING F PM **NOTE** MUST CALL TO GET T REPLACE SCREENS æ SZ MULTIPURPOSE (8251013) SZ COLLEGE PARK (8320013) SZ SOUTHNEST (8440013) SZ TOM LONE (8229013) SZ TOM LONE (8229013)

Open

▶ 030321-0852

4/23/03

→ Display Equipment / Contract No.

Open

▶ 030416-0551

4/17/03

▶ 11-15

₽6-10

\$1.5

Open

▶ 030416-0589

4/18/03

Open

▶ 030416-0594

4/18/03

Open

▶ 030307-3329

4/18/03

FIG. 12

<u>600</u>

SIEMENS	SIEMENS		site360 Home	site360 Ordering	Help Contact Us Site	:aap
Ď	Search for ♥	go >				
site360 CD	Service Central Fil Home > > >Open (eshare Administration Calls >Service Order	Log Out		Request Service	
→ Service Activity → Open Calls Closed Calls	Service Order					→
Custom Reports	Below is detailed infor	mation for the individual s	service order you	have selected.		
TSP Contracts Equipment Sites	Summary provides an	overview of information re	elated to the sel	lected service order number	er.	
Request Service	Service Order No.	030321-0852		Customer Name	Demonstration Customer	
	PO Number	200303974		Contract No.		
	Site	SZ MULTIPURPOSE (B251013)		System	Nechanical	
	Status	Open .	·	Open Date Closed Date	4/23/03	
	Call Type	Preventive		Closed pare	•	
	Request Type	fax	•		•	
	Problem Type	Repair or Replace Part	ts			
· · · · ·	Call Priority	Next Scheduled Visit				
	Detail The problem and resolution the issue.	tion area provides a descri	ption of the req	uested service and what a	ction has been taken to resolve	
	Problem Description	REPLACE SCREENS FOR CI	IRCULATION PUMP S	STRAINER		
	Resolution			•		•

Further Information Use the following links to get further equipment, call, or appointment information.

Equipment 610 620
The table below lists equipment that was serviced on the selected order number.

Call Log
The table below lists all activities logged to the selected service order number.

→ Appointments -

go to √ Equipment √ Call Log ~

No Data Available.

	Help Contact Us Sitemap		Request Service					Demonstration Customer		ATLANTA	Steve Conti	Fitter Journeyman		
002	<u>/ov</u> site360 Ordering	-			lected for this call.	to the selected appointment.	Contract No.	Customer Name D		Branch	Lead Technician	Skill Type	· .	
FIG. 13	site360 Home	Serch for J⊡J [Below is the detailed information for the single appointment selected for this call	Summary The summary provides an overview of information related to the	030321-0852	200303974	SZ MULTIPURPOSE		030321_085210001111240097	ATL	4/23/03	
		Service Central Fil	Home > > >Open Calls >Service Order	Appointment	Below is the detailed i	Summary The summary provides an	Service Order No.	PO Number	Site		Annintment No		Open Date	Closed Date
	SIEMENS		site360 &	→ Service Activity → Open Calls Closed Calls	Custom Reports	ist contracts Equipment Sites	Request Service							

Equipment
The table below lists the equipment that service was performed on for this particular appointment. If no data appears service has not yet been performed.

TENTATIVE

Appointment Status

No Data Available.

→ Display Equipment / Contract No

▶ 26-30

▶21-25

▶ 16-20

▶ 11-15

₽6-10

▶ 1-5

SZ SOUTHNEST (8440013)

Complete

▶ 030307-3325

E0/6/†

200304882

Preventive Mechanical

Mechanical

Preventive

£

SZ FAIRBURN (B323013)

Complete

▶ 030307-3327

4/10/03

Preventive Fire

TAMPER

UPS 35 Glenlake Fire

Complete

▶ 030403-0115

4/15/03

Mechanical

Preventive

CHANGE THE BELTS

SZ MULTIPURPOSE (B323013)

Complete

▶ 030410-0128

4/10/03

FIG. 14

ASCII Below is an overview of all service activities with a "closed" status (this includes completed, closed and paid calls). Clicking Oisplay filter criteria and selecting different filtering criteria options allows you to modify the report. Contact Us Sitemap 200305028 → Olsplay Filter Criteria .8 ₹ Request Service .doc Preventive Mechanical Call Type System ₩.xls Help Export to: site360 Ordering Description 800 Œ site360 Home Administration Log Out. SZ EAST POINT (8425013) Complete Status Service Central Fileshare >Closed Calls 810 ▶ 030307-3331 Order No. S Closed Calls Item 1-5 of 178 | Home | >-- >--Search for... 4/16/03 Open Date site 360 & Service Activity

 Open Calls
 Closed Calls
 Custom Reports

 Request Service **TSP** Contracts SIEMENS Equipment Sites

Search for Sear	site360 Home site360 Ordering Help Contact Us Sitemap	^ e C	dministration Log Out ervices	→ Display Filter Criteria →□	The Selected Services function provides an overview of selected service activities for the site and system type you selected. Clicking Display filter criteria enables you to view the criteria set for this report and to also select different filtering criteria options to modify the report, if desired. You can also export the table content to another format by clicking the desired file format symbol to the right.	Export to: W.xls O.doc Ascii	Status Status Description Call Type System PO No.	Open MJRBAY ELEMENTARY MAINTENANCE Preventive HVAC	Open NEHANKA KIDOLE PREVENTIVE Preventive HYAC	Open SCHOOL MINTENANCE Preventive HVAC SIGNED TSP	Open SCHOOL HIGH PREVENTIVE Preventive HYAC SIGNED TSP	Open CONESTOGA HIGH PREVENTIVE Preventive HYAC SIGNED TSP NAINTENANCE NAINTENANCE	25 ▶ 26-30 next		
The second of th	S	06	Administration ed Services	vices	vices function provides an overvi filter criteria enables you to v y the report, if desired. You car the right.		Status	Open	Ореп	Ореп	uado	Uado	▶ 16-20		
Select Se	-	Search for	Service Fil Home > >	Selected Se	The Selected Ser Clicking Display options to modif	Item 1-5 of 15									

FIG. 16

<u>1000</u> SIEMENS SIEMENS site360 Home site360 Ordering Help Contact Us Service Central Fileshare Administration Log Out site360 (Request Service | Home | >-- >Request Service Service Activity Request Service TSP Contracts Equipment This page is for submitting online service requests. Sites → Request Service For emergency or after-hours service, please call your local branch office. *Indicates required field. Request for service 힏 Request Type * P Next Business Day Priority * 豆 Select Site* OA Enter Site Load Site Equipment Select Equipment* OR Enter Equipment * Location * Description •

PO No.

Last Name Wallace

First Name Michael

E-mail* michael.wallace@siemens.com

Phone 847-215-1000

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JOUANY JO	2/

MENS

Help Contact Us Sitemap Siemens Building Technologies Home News

Service Central Fileshare Administration Log Out | Home | >Service Central >TSP Contracts

site360 (___)

TSP Contracts

Service Activity → TSP Contracts

The TSP contracts function provides online access to all service contract information for the contracts and sites for which you are suthorized. This overview screen informs you. In an aggregated form (overall and per site), of the number and value of existing contracts. Special attention should be given to expiring contracts. Clicking any of the links provides more detailed information for that entry.

Active Contracts
Expiring Contracts
Cancelled Contracts
Expired Contracts
Custom Reports

provides an overview of all service activity for all sites for which you are authorized grouped by status and System EF. 1104 Status Summary The sumery system type Contract Active

Request Service

Equipment Sites

-04 Cancelled

Expiring

Nechanica

¥

Expired

uctual itsis betail for all sites, as well as the service activity information associated to them, for which you are it clicking any table header will sort the data by that column. You can also export the table content to another clicking the desired file format symbol to the right. Detail
The table b
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Expiring					
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Acti	nlake	nlake	nlake	nlake	nlake
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Service Central Fileshare Administration Log Out | Home | >Service Central >TSP Contracts >Active Contracts

site $360 \, \xi_{\omega}$

Service Activity

→ TSP Contracts

Request Service

Help Contact Us Sitemap

Siemens Building Technologies Home News

→ Display Filter Criteria → 🗓 ∏ASCII Below is an overview of all active service contracts. Clicking Display filter criteria and selecting different filtering criteria options allows you to modify the report. Clicking any of the links provides more detailed information for that entry. You can also export the table content to another format by clicking the desired file format symbol to the right. **2** Six. Active Contracts

UPS 35 Glenlake Mechanical TIME & MATERIAL Description **1**220 Item 1-3 of 3 **▶MS-6699** Contract No. → Active Contracts
Expiring Contracts
Cencelled Contracts
Expired Contracts
Custom Reports

▶P8-1394

Request Service

Equipment Sites

PC-1512

UPS SS Glenlake FIRE

Active 8/1/02

7/31/03

Mechanical

12/31/03

Active 1/1/03

HVAC

12/31/03

Active 1/1/03

Pultiple Sites

FULL COMPREHENSIVE

System

Renewal Date

Effective Date

Status

Fire

→ Otsplay Equipment

Sitemap				· :		
Help Contact Us Si	Request Service	e, which sites and equipme			LABOR ONLY HYAC	
1300 Home News	it ts >Individual Contract	for the selected contract. For example, which sites and equipment the specified contract.	the selected service contract.	28 28	SBT Branch Secondary Contact Coverage Type System	d service information.
FIG. 19 Stemens Building Technologies	Search for [vec Search for vec Service Central Fileshare Administration Log Out Home >Service Central >TSP Contracts >Expired Contracts >Individual Contract	Individual Contract The individual contract function provides complete detail are covered, contract duration, and service history under	Summary The summary provides an overview of information related to the selected service contract.	PC-1396 Expired	2/1/02 1/31/03 -21 Days Chris Howell	Description LABOR ONLY Service Activity Use the following links to get service history or scheduled service information > Service History > Scheduled Services Clicking an existing service contract displays the contract in its entirety.
SIEMENS	Service Central F Home Service Cer	Individual Contract The individual contract fun are covered, contract durati	Summary The sumary provides	Contract No. Status	Effective Date Renewal Date Time to Renewal Service Technician/ Account Engineer	Description Service Activity Use the following li > Service History Detail Clicking an existing
Sell Selling to House to	site360 & D	4 92	-> expired contracts Custom Contracts Equipment	Request Service	1310	1320

Sites & Equipment

The table below lists sites and equipment covered under this service contract. Select the desired site from the left side of the table. Item 1-1 of 1

Site

Item 1-1 of 1

Site

UPS 35 Glenlake Fire

1360

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System

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回 Search for...

Sitemap **Contact Us** Help Siemens Building Technologies Home News

1400

Service Central Fileshare Administration Log Out | Home | >Service Central >Equipment

Request Service

Equipment

Service Activity

TSP Contracts

→ Equipment

Sites

Request Service

The equipment function provides complete service and technical information for your equipment. Select a site from the dropdown box and click go. A table of all equipment for that site appears. Click a specific equipment link to get detail for that piece of equipment.

UPS3561.01 UPS356L02 UPS356L03 UPS556L01 Asset ID UPSF1 ₩.xls CABINET 1 MAIN CHILLER PLANT Export to: INSTEMT 03 CABINET 11 CABINET 12 1405 Quantity Location next → £-92**♦** ~1406 ► CLIENT WORKSTATION REV * ▶21-25 Equipment or Services ► INECH/SPEC SCHEDULING **▶** 16-20 A11 **▶ 11-15** Site UPS Glenlake Fire UPS 55 Glenlake Automation ▶1-5 ▶6-10 UPS 35 Glenlake Automation UPS 35 Glenlake Automation UPS 35 Glenlake Automation Item 1-5 of 35 Site

1404

. Ascii **■**ASCII Sitemap Below is an overview of all service actvities with a "closed" status (this includes completed, closed, and paid calls) for this piece of equipment. Service Activity Below is an overview of all service actvities with an "open" status (this includes open, scheduled, and dispatched calls) for this piece of equipment. equipment function provides all relevent technical information and detail for the selected piece of equipment **8** Help Contact Us Request Service .dec S S S 1540 UPS356L03 ▶P8-1394-% xIs ₩.xls **► 021216-0836 --**9960-529020 HVAC **▶** 0021032288-Order No. Order No. Export to: Export to: Home News Warranty Expiration 1500 Contract No. preventive preventive preventive Call Type Call Type Asset ID Siemens Building Technologies System | Home | >Service Central >Equipment >-- >Individual Equipment Fileshare Administration Log Out UPS 35 Gleniake Automation CLIENT WORKSTATION REV * <u>유</u> FULL COMPREHENSIVE FULL COMPREHENSIVE FULL COMPREHENSIVE INSTEMT 03 Description Description Equipment S 回 Service Central Equipment Location Equipment Quantity Search for.. The individual Item 1-2 of 2. Open Date Individual Item 1-1 of 1 Closed Calls Open Date Equipment **Detail** 7/3/02 1/7/03 4/4/02 1530 1550 1510 site $360 \, \xi$ Service Activity TSP Contracts Request Service → Equipment Sites

FIG. 22

			4000	•	
ent of			<u>1600</u>	•	
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site360 CD		eshare Administration Log O		A Request Service	
alreann 4	i unus l'agenates centra	ol >Equipment >Individual Contrac			
Service Activity					
→ TSP Contracts	Individual Contr	act			→ [
Active Contracts Expiring Contracts	The desident content		for the colored sectored. For our		-
Cancelled Contracts		ration, and service history under	for the selected contract. For exa the specified contract.	mhte' mitmi stres" sin edoth	
Expired Contracts Custom Reports	Summary				
Equipment	The susmary provides and	overview of information related	to the selected service contract.	·	
Sites Request Service	Contract No.	PB-1394			
nequest on vice	Status ·	Active	PO No.		
	Effective Date	1/1/03			
<u>1610</u>	Reneval Date	12/31/03	SBT Branch	ATLANTA	
	Time to Renewal	313 Days	Secondary Contact	Jacquelyn Brever	
	Service Technician/	M. Kevin Mote	Coverage Type	FULL COMPREDENSIVE	•
	Account Engineer		System	HVAC	
				•	
	Description	FULL CONPREDENSIVE			
1630—	Service Activity		-dton defendation 4020		
:		to get service history or schedul Scheduled Services	ed service information. 1620		
4050	Detail	1640)	•	
<u>1650</u>		vice contract displays the contra	ct in its entirety.		
1660	Sites & Equipment The table below lists at	tes and equipment covered under t	his service contract. Select the de	sired site from the left si	de of the
1000		ered by the contract for the sele	cted site will then display on the		
	Item 1-3 of 3	XI.xls 1 doc			
	Site	_ 1670	> Equipment		
	►UPS 35 Glenlake Au	tomation			
	▶UPS 55 Glenlake Au ▶UPS 55 Glenlake Au	•	 CLIENT WORKSTATION RE	V+	
	hora as estimate wa		International Section 1		

FIG. 23

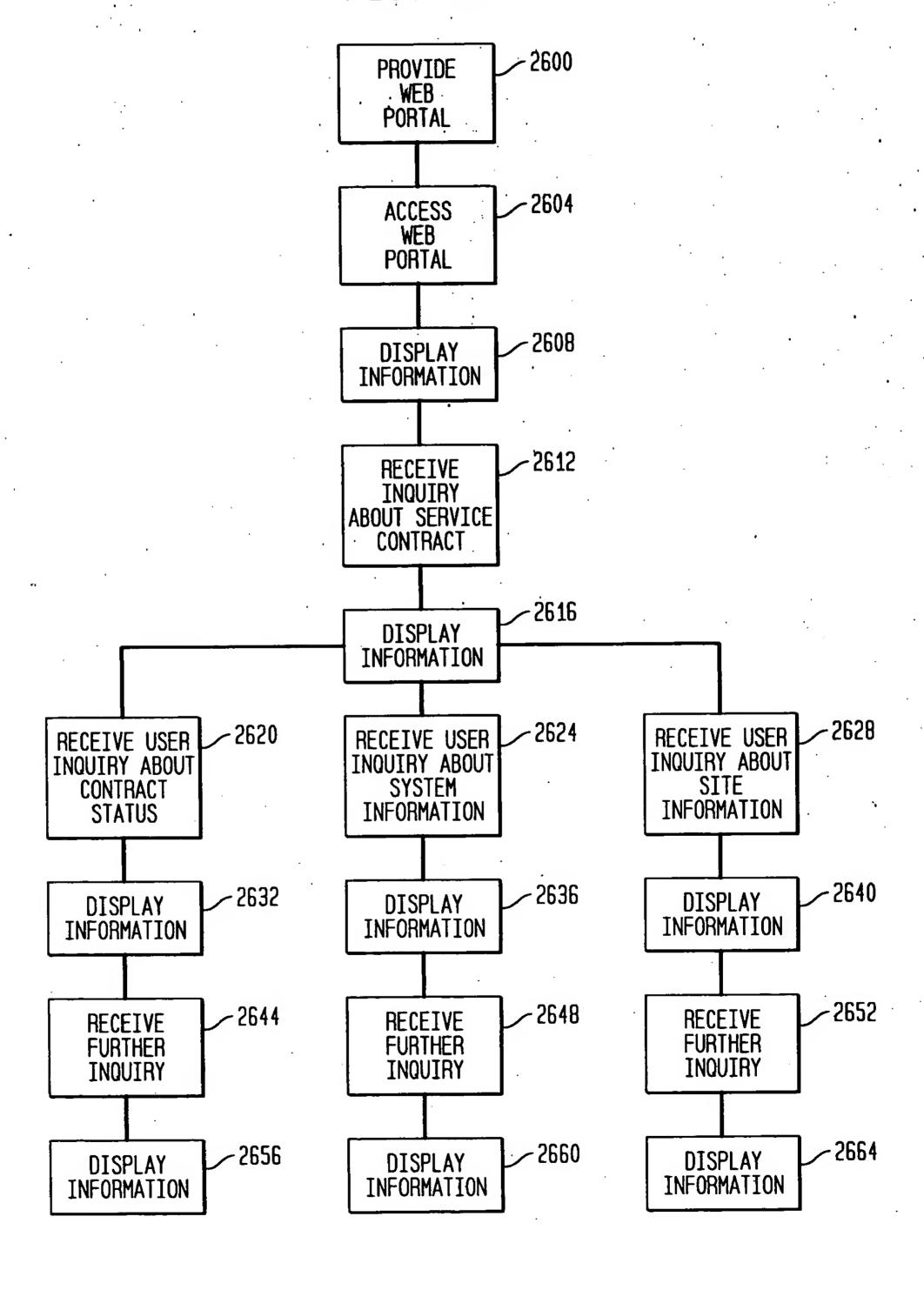
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site360			ol >Equipment > >Service Order		· .	Request Serv	vice
→ Service Activit Open Calls Closed Calls		Service Order			٠.		÷□
Custon Repor	ts	Below is the data for th	he single service activity you have	selected.			
Selected Ser TSP Contracts	V1C8	Summary					
Equipment		The summary provides an	overview of information related to	the selected service	order number.		
Sites		Service Order No.	020625-0366	Customer N		Demonstration Cu	stower
Request Service		PO Number		Contract N		▶PB-1394	
		Site	UPS 35 Glenlake Automation				1720
	•	oric	a b dicinate results	System	•	HVAC	
	1710	Status	Closed				•
	<u>1710</u>		Preventive	Open Date		7/3/02	
•		Call Type		Closed Dat	e	7/5/02	
		Request Type	generated				
•		Problem Type	MINTEWICE				
		Call Priority	Next Scheduled Visit				
		Detail The problem and resolut the issue.	ion area provides a description of	the requested service	and what actio	n has been taken to	o resolve
	4700	Problem Description					
	<u>1730</u>	Resolution	JEFF C. 7/3/02-BUILDING ON GEN	ERATOR AT THIS TIME.			
		TEGOLO 11011					
•	4740	Further Informat Use the following links	ion to get further equipment, call, or	appointment informat	ion.		
	<u>1740</u>	go to √ Equipment	√ Call Log	→ Appoint	ents -		
		Equipment The table below lists e	-1750 -1760 quipment that was serviced on the s	selected order number.		770	
		Item 1-3 of 3		•	Export to:	A.xls	.doc 🖃 ASC
			•	Equipment			
	4700	Equipment Name		Quantity	Location	Asset	110
	<u> 1780</u>	•]			1 CABINET 11		UP\$356L01
		•			1 CABINET 12		UPS3561.02
		► CLIENT WORKSTATION RE	EV•	· ·	1 INSIGHT 03		UPS356L03
		Call Log	all activities logged to the selecte	od gangina andan araba			
	1790		it occivities tolified to the selects	O DEI ATOÈ IN DEI HOME			
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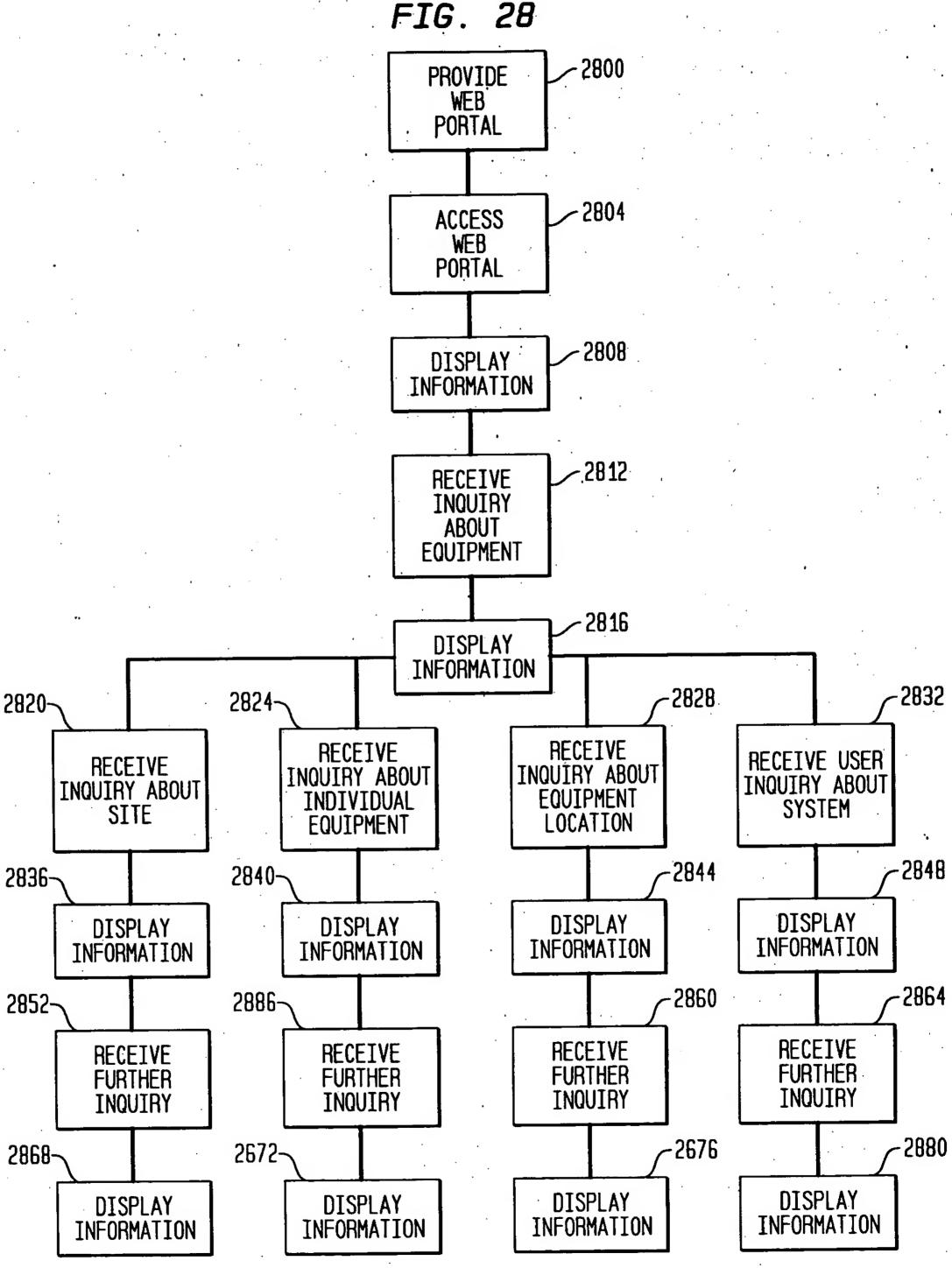
Sifte 360 & Service Activity TSP Contracts Equipment > Sites Request Service	Siemens Building Technologies Search for	g Technologies Home News Help Contact Us Sitemap Out ↑ Request Service → Display Filter Criteria → □ for an individual site. Click any site link to get specific defail for that ormat by clicking the desired file format symbol to the right. Export to: ②.xls ⑤.doc ⑤.ASCII	s Sitemap teria →□ teria →□ terial for that
	▶ SZ ELECTION WSE {88004013} ▶ 1-5 ▶ 6-10 ▶ 11-15 ▶ 16-20 ▶ 21-25 ▶ 26-30 next →		·

Siffe 360 & Service Activity TSP Contracts Equipment Sites Request Service		IEMENS FIG. 25 1900	Siemens Building-Technologies Home News Help Contact Us Sitemap Search for 🔄 go >	Service Central Fileshare Administration Log Out Home >Service Central >Sites > >Individual Site	Individual Site The individual site for a simle selected site enabling you to easily supervise and track all	-			OOCT ►E▲	,	
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26/30

FIG. 26





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2940~

RECEIVE INQUIRY ABOUT STATUS ORDERS FOR

SITE

DISPLAY INFORMATION

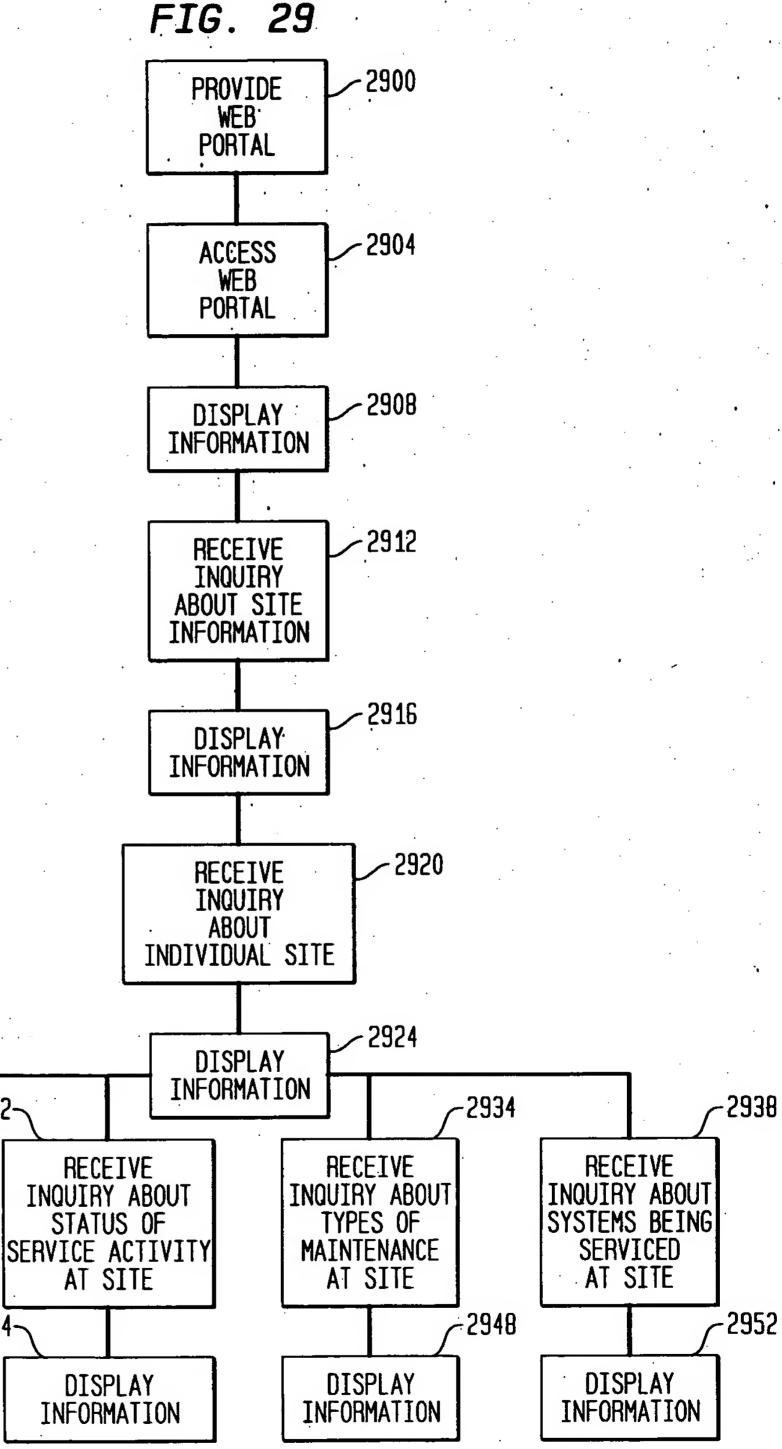


FIG. 30

